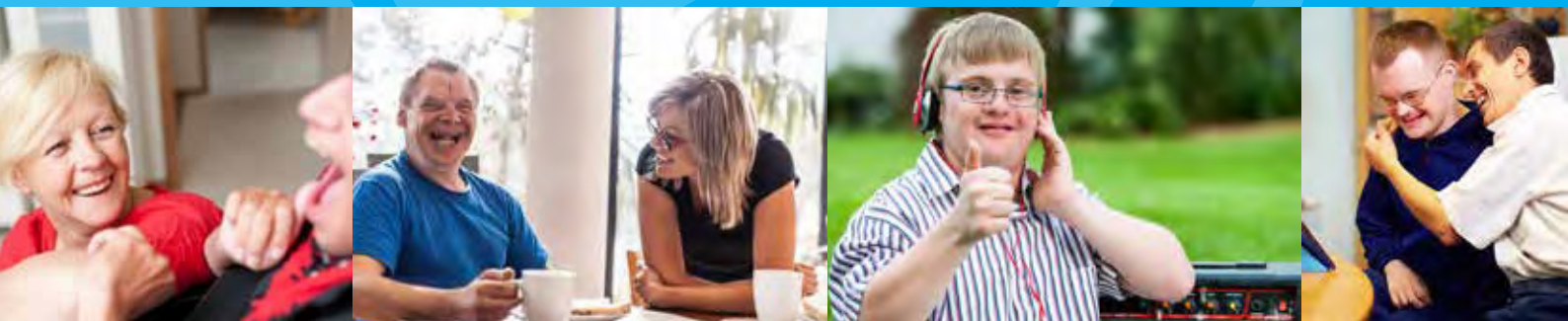




# TRUSTED HANDS CARE GROUP

“Introduction to a new **Specialist Care** Group in  
The **West Midlands** and **Staffordshire**”





# TRUSTED HANDS

CARE GROUP

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# TRUSTED HANDS

CARE GROUP

## Introduction

**Welcome to Trusted Hands Care Group Introduction Booklet - a brief summary of our homes, presence in the community and development of new, outstanding services.**

We support and dedicate our services to adults with learning disabilities to include autism and physical disabilities

**We provide our service users with care, comfort, security and support in a friendly and homely environment with full access to the community**

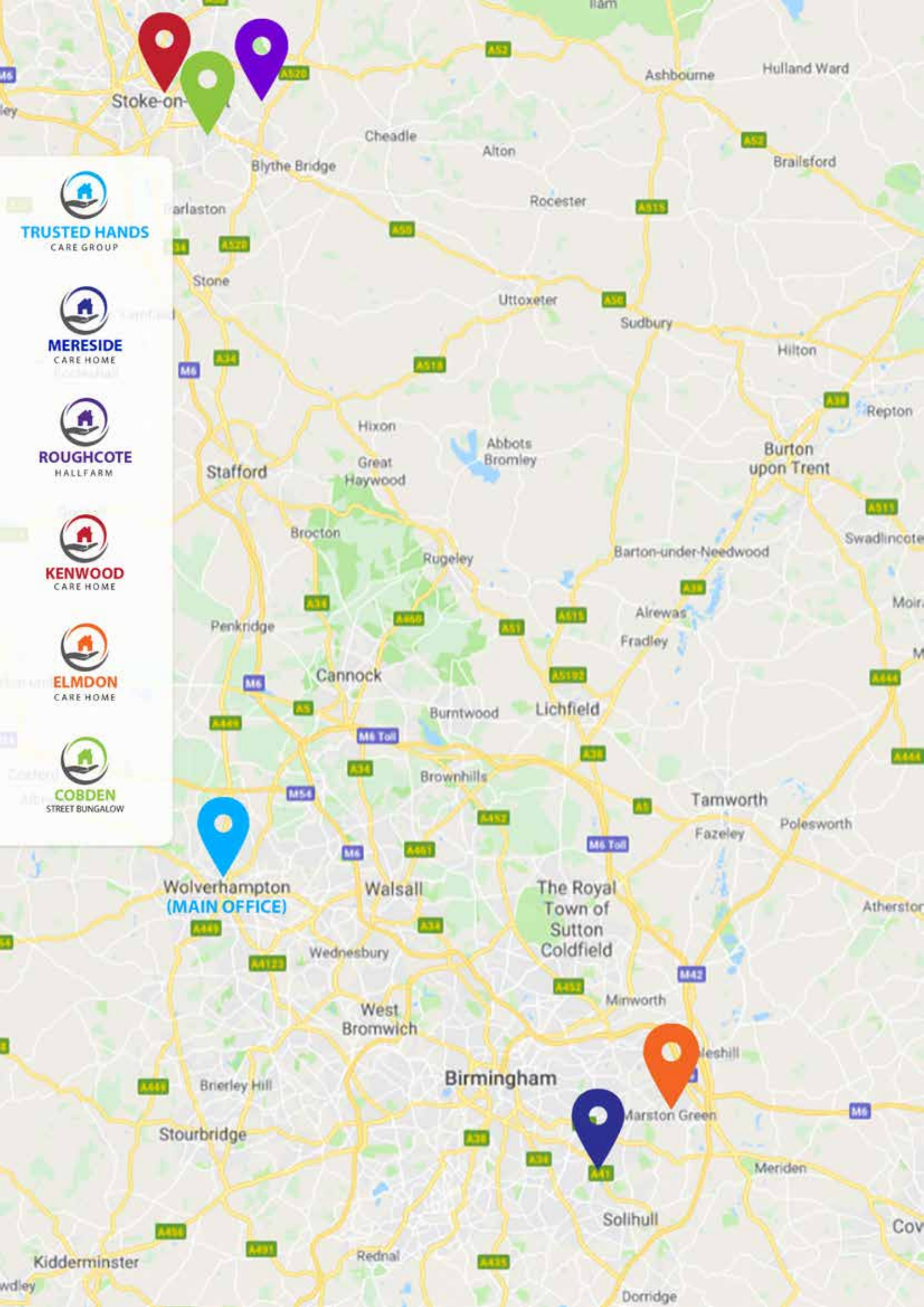
All our homes are in Stoke-on-Trent and Solihull with expansion strategy dedicated to Staffordshire, Stoke-on-Trent, Solihull and The West Midlands

Since we first start operations back in September 2017 we are constantly growing and today, after 18 months of operations, we have three care homes with 29 registered beds, all dedicated to adults with learning disabilities

In addition, we purchased in 2019 two other properties that will be converted to newly refurbished care homes and open during the course of this year. That will further add 12 beds to our portfolio, bringing total registered beds of the Group to 41.







-   
**TRUSTED HANDS**  
CARE GROUP
-   
**MERESIDE**  
CARE HOME
-   
**ROUGHCOTE**  
HALLFARM
-   
**KENWOOD**  
CARE HOME
-   
**ELMDON**  
CARE HOME
-   
**COBDEN**  
STREET BUNGALOW



Today  
**Trusted Hands  
Care Group**  
operates three  
care homes

with two more homes, one  
in Solihull and one in Stoke-  
on-Trent, to join our family  
of specialist care homes  
during 2019

We also have supporting main office located  
in Wolverhampton.





# MERESIDE

## CARE HOME

**Mereside Care Home located in St Bernards Road in Olton, Solihull. The home is dedicated to service users with low-mild learning disabilities**

**4<sup>th</sup> December 2018**

First CQC inspection of **Mereside Care Home** under our ownership **CQC Overall Rating - Good**

Mereside Care Home was originally opened back in 1986 and was bought by Trusted Hands Care Group from the original owner of the care home in September 2017

The home is registered for 15 residents of mixed gender. All service user's rooms are with En-suites

Currently Mereside is at capacity with no available beds for new residents\*

### **Few comments from the report:**

"The care service has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance"

"The management team and staff worked in partnership with other professionals to support people to maintain their health and well-being"

"People were supported to maintain relationships which were important to them"

"People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible"

"People and relatives spoke positively about the quality of care provided, staff and the way the home was managed"



*\*As of March 2019*





**MERESIDE**  
CARE HOME





# ROUGHCOTE

## HALL FARM

**Roughcote Hall Farm, located in Caverswall, in the outskirts of Stoke-on-Trent. The home is dedicated to service users with mild-medium learning disabilities**

Roughcote Hall Farm was originally opened back in 1986 and was bought by Trusted Hands Care Group from the original owner of the care home in September 2017

The care home sits within a farm site of 3.5 acres, providing its eight residents tranquil surroundings and beautiful scenery of the countryside.

Currently Roughcote Hall is at capacity with no available beds for new residents.\*

**6<sup>th</sup> August 2021**

CQC inspection of **Roughcote Hall Farm**  
**CQC Overall Rating -**

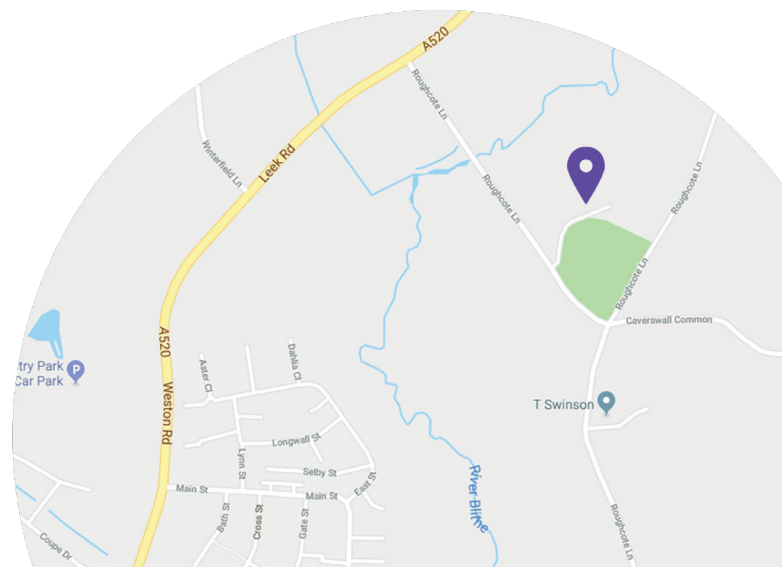
**Requires Improvement**

### **Few comments from the report:**

"Where people could experience periods of agitation, staff were all aware of this and were consistent in their responses about how they would support people during these times. A relative told us about support measures in place and did not have concerns about these measures."

"Relatives felt people were safe there"

"Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care"



\*As of August 2021





  
**ROUGHCOTE**  
HALL FARM





# KENWOOD HOUSE

## CARE HOME

**Kenwood House, ex-B&B in the center of Stoke-on-Trent, was purchased by Trusted Hands back in March 2018, registered with CQC in May 2018 and started operations towards the end of 2018**

Kenwood House is registered for six service users in six bedrooms, all with their own En-suite

The property is presented in immaculate condition and consists of two lounges, a conservatory, separate kitchen, a sensory room (soon to be opened) and in-house parking for six vehicles.

The first two residents entered Kenwood House in the first quarter of 2019, with a number of other residents due to be accommodated in the near future.







**KENWOOD HOUSE**  
CARE HOME





# ELMDON

## CARE HOME

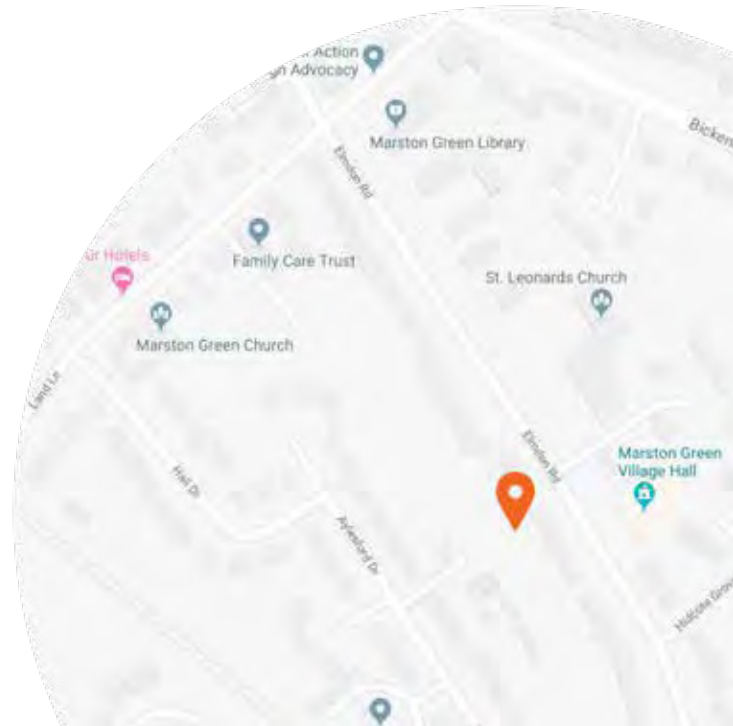
**In the beginning of 2019 Trusted Hands purchased an ex-B&B in Marston Green, Solihull**

Located on Elmdon Road opposite Marston Green Village Hall, ½ mile away from Marston Green Train Station.

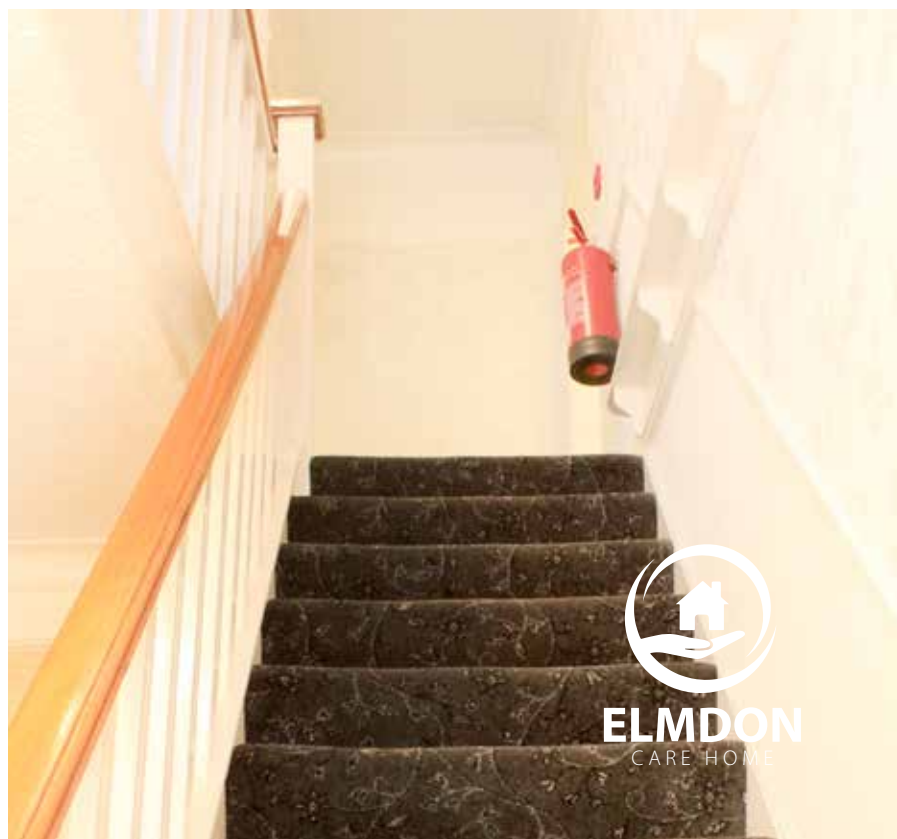
It is a large two storey detached Edwardian building with big parking area to the front and large private garden to the rear

Gross Internal Floor Area of 216 sq. mt. (2,326 sq. ft.)  
Trusted Hands will convert the property to a six bedroom care home, all En-suite, two lounges, a conservatory, big kitchen/dining and a lift to the bedrooms on the first floor.

**Expected opening - mid 2019**









# COBDEN

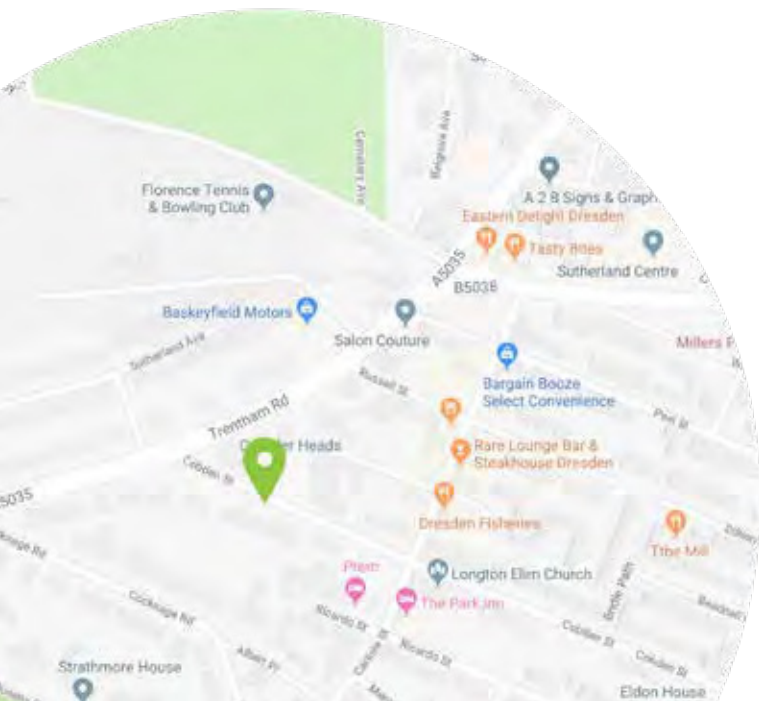
## STREET BUNGALOW

In the beginning of 2019 Trusted Hands purchased a residential bungalow located in Cobden Street, three miles from the centre of Stoke-on-Trent

Bungalow's floor area is 177 sq. mt. (1905 sq. ft.) all on the ground floor with flat access from the street

Trusted Hands intends to fully renovate the bungalow to create brand new six-bedroom care home catering specifically for adults with PLD (Physical Learning Disabilities)

Expected opening towards the end of 2019.







**COBDEN**  
STREET BUNGALOW

# REVIEWS

*Here is what family members think of the services we provide*



**ROUGHCOTE**  
HALL FARM

*" The individual attention, empathy and interaction I have witnessed, demonstrate the caring skills that have enabled (service-user) to feel that Roughcote Hall Farm is his home "*



**MERESIDE**  
CARE HOME

*"Staff are attentive and responsive to the client's needs, staff keep me well informed of needs and social aspects"*



**KENWOOD HOUSE**  
CARE HOME

*" As parents we feel that the quality of care that our daughter receives, is of the highest standard. As a parent would expect "*





## CONTACT US



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**TRUSTED HANDS**  
CARE GROUP